

AMENDED IN ASSEMBLY APRIL 17, 1997
AMENDED IN ASSEMBLY APRIL 15, 1997
AMENDED IN ASSEMBLY MARCH 18, 1997

CALIFORNIA LEGISLATURE—1997–98 REGULAR SESSION

ASSEMBLY BILL

No. 206

Introduced by Assembly Member Hertzberg

February 4, 1997

An act to add Chapter 5.1 (commencing with Section 8321) to Division 1 of Title 2 of the Government Code, relating to state government.

LEGISLATIVE COUNSEL'S DIGEST

AB 206, as amended, Hertzberg. Citizen Complaint Act of 1997.

Existing law provides for the establishment and operation of state agencies.

This bill would require state agencies, including the California State University, to make available on their Internet web sites, on or before July 1, 1998, or within 6 months of the establishment of such a site, whichever is later, a plain language form through which ~~residents of the state~~ *individuals* can register complaints *or comments* relating to the performance of that state agency. This bill would require state agencies making a complaint form available on their Internet web sites to advise individuals calling to lodge a complaint of specified information, to include their Internet web site address in the telephone directory, and to forward a

copy of the form to the Department of Consumer Affairs. This bill would also authorize public libraries, to the extent permitted through donations *and other means*, to provide Internet access to their patrons and to advertise that they provide Internet access. These provisions would be known as the Citizen Complaint Act of 1997.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Chapter 5.1 (commencing with Section
2 8321) is added to Division 1 of Title 2 of the Government
3 Code, to read:

4
5 CHAPTER 5.1. CITIZEN COMPLAINT ACT OF 1997
6

7 8321. This chapter shall be known and may be cited
8 as the Citizen Complaint Act of 1997.

9 8322. (a) State agencies shall make available on their
10 Internet web sites, on or before July 1, 1998, or within six
11 months of the establishment of such a site, whichever is
12 later, a plain-language form through which ~~residents of~~
13 ~~California~~ *individuals* can register complaints *or*
14 *comments* relating to the performance of that agency.
15 The Internet web site shall provide instructions on filing
16 the complaint electronically or on the manner in which
17 to download, complete, and mail the complaint form to
18 the state agency.

19 (b) Any printed complaint form used by a state agency
20 as part of the process of receiving a complaint against any
21 licensed individual or corporation subject to regulation
22 by that agency shall make the form available on its
23 Internet web site, on or before July 1, 1998, or within six
24 months of the establishment of such a site, whichever is
25 later. The Internet web site shall provide instructions on
26 filing the complaint electronically or on the manner in
27 which to download, complete, and mail the complaint
28 form to the state agency.



1 (c) State agencies making a complaint form available
2 on their Internet web site shall:

3 (1) Advise individuals calling the state agency to lodge
4 a complaint of both of the following:

5 (A) The availability of the complaint form on the
6 Internet web site.

7 (B) That *many* public libraries provide Internet
8 access.

9 (2) To the extent feasible, include their Internet web
10 site address in the telephone directory in order that
11 citizens will be aware that they may contact the state
12 agency via the Internet or by telephone.

13 (3) Forward a copy of the form to the Department of
14 Consumer Affairs which shall compile all of these forms
15 ~~and make them available on the Internet for distribution~~
16 *and distribute them* to public libraries so that citizens may
17 familiarize themselves with a form prior to filing a
18 complaint electronically.

19 (d) Public libraries, to the extent permitted through
20 donations *and other means*, may do each of the following:

21 (1) Provide Internet access to their patrons.

22 (2) Advertise that they provide Internet access.

23 (e) Notwithstanding subdivision (a) of Section 11000,
24 state agency as used in this section includes the California
25 State University.

26 8323. It is the intent of the Legislature that this
27 chapter not affect the application of the Reporting of
28 Improper Governmental Activities Act (Article 3
29 (commencing with Section 8547) of Chapter 6.5).